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# SMART MENU

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## Intro to the Smart Menu

WOW! ULTRA<sup>SM</sup> allows you to control your TV experience with the help of the Smart Menu. The Smart Menu displays the below Category Cards which give you access to all of the available entertainment and TV management categories that ULTRA has to offer. Use the left and right arrows on the remote to browse the Category Cards.

When browsing the Category Cards, hover over each card to expand the items in that category. Once in a category, click **MENU** to exit the category and return to the horizontal menu to browse the other categories. (Note: Click **MENU** twice to return the TV Channels listings.) Browse left or right with your remote to explore the categories - they are on a continuously rotating horizontal band.



### Channels View

View all available channels.



### HDTV

Find all of the HD content available to watch, including live TV, recorded TV and PPV.



### Recorded TV

View all of the programs you've recorded.



### WOW! OnDemand

Search the vast library of VOD titles.



### Search

Search for programs by title, keyword, or category across all available content, including live TV, PPV, recorded TV and VOD.



### Favorite Channels

Create a list of your favorite channels for easy access.



### Movies

View all available movies, including live TV, recorded TV and PPV.



### Sports

View all available sports programming, including live TV, recorded TV and PPV.



### Kids

View all children's programming, including live TV and recorded TV.



**News**

Find all of the news channels and current news programming, including live TV and recorded TV.



**Music**

Listen to music from your computer or view all TV music channels.



**Messages**

Read messages about WOW! services and updates.



**Settings**

Customize your ULTRA experience.



**Photos**

View photos from your computer on your TV.



**HomeConnect**

Access movies, music or photos from your computer on your TV.

**NETFLIX**

**Netflix**

Instantly access your Netflix account without switching inputs on your TV.

**pandora®**

**Pandora**

Instantly access your Pandora account through ULTRA at any time with your Pandora membership login information.

## The Smart Menu - Layout

### 1. CATEGORY CARDS

Icons in the Smart Menu are called Category Cards. When you scroll over a Category Card, the name of that category appears in the expanded list of items.

### 2. TIME

Displays the current time.

### 3. CURRENT CHANNEL

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

### 4. MINI TV

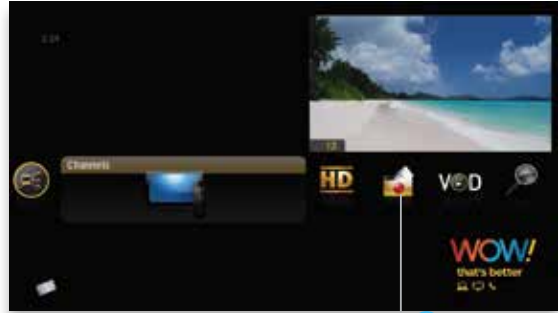
Keep watching your program while you browse the Smart Menu.

### 5. FOCUS

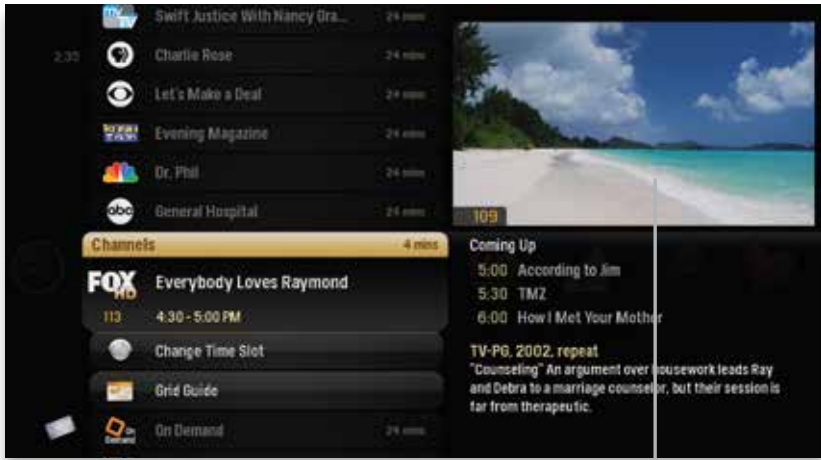
When you scroll over a menu item, it is considered "in focus." When items are in focus, they appear raised and highlighted.

### 6. INFO PANEL/ PREVIEW PANEL

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



## Mini TV



## Mini TV

The Mini TV lets you keep an eye on what you're watching, while you're browsing the Smart Menu.

- To enjoy what is playing in the Mini TV full-screen, press the **SCREEN SIZE** button on your remote control.
- To watch live TV regardless of what's playing in the Mini TV, press **LIVE TV** on the remote.

## Action Menus



Once you are in a category, press the **INFO** button to view a list of options for a selected item in an action menu.

Use the up and down arrow buttons to scroll through your action menu options and press the **OK** button to select an option.

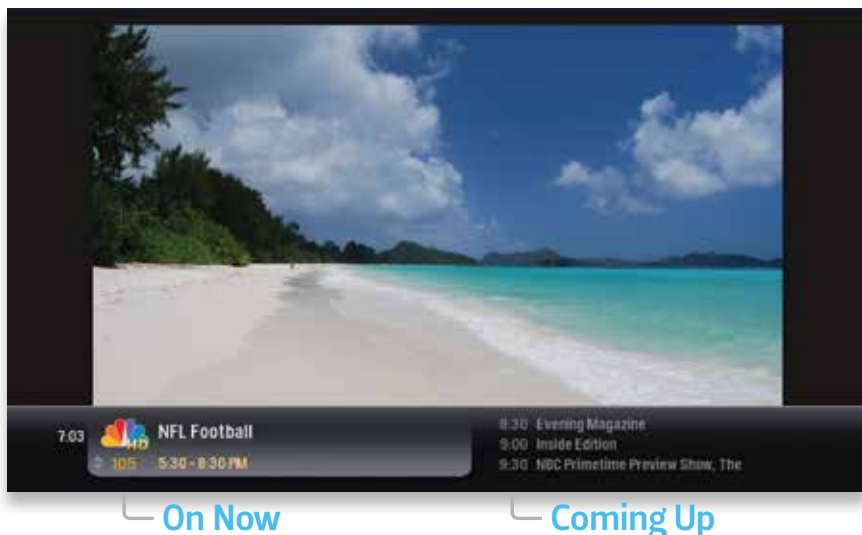
To close the action menu, either select "close" or press the left arrow button.

See the TV Channels chapter to learn more about Action Menus.

# FULL-SCREEN TV

WOW! ULTRA<sup>SM</sup> makes channel surfing fun and easy with mini menus available at the bottom of the screen while watching full-screen TV.

## Flip Bar



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

The Flip Bar will be a different color depending on what type of content you are watching.

- Current programs are black.
- Future programs are gray.
- VOD, Recorded TV and PPV programs are gold.

The panel on the left of the Flip Bar displays the channel and current program, while the panel on the right displays upcoming programs on that channel. Change the channel displayed, without disturbing what you are watching, by highlighting the left panel of the Flip Bar and toggling up and down with the arrows. See what's coming up in the future on each channel by highlighting the right side of the Flip Bar and toggling up and down with the arrows. You can view up to two weeks of programs in the Flip Bar.

Just like in the main menu, pressing **INFO** will display an action menu for the selected show.

The Flip Bar will automatically disappear after five seconds, but you can also press **CLEAR**.

## Flip Bar - Layout



You can press **INFO** with the Flip Bar displayed to bring up an action menu, which will give you more detailed information on the selected show as well as options for that show.

- 1. GENRE**  
The type of show selected.
- 2. INFO PAGES**  
Press **NEXT** or **BACK** on your remote to page through the show information.
- 3. CLOCK**  
The current time.
- 4. LOGO AND CHANNEL NUMBER**  
The logo and channel number of the selected show.
- 5. PROGRAM SCHEDULE**  
The time the program begins and ends.
- 6. COMING UP**  
Displays the next three shows coming up on the selected channel.
- 7. ACTION MENU**  
The list of options available for the selected show, including recording the show and seeing times the show airs.

### See All Times

One of the options you'll see in a show's action menu is "see all times." Select "see all times" to see a list of all of the times when the selected show airs. Select "close" to return to your original show listing.



## Controlling Live TV

Control how you watch live TV. Pause, rewind or fast-forward like you would a recorded program.



- Press **PAUSE** to alternate between pausing and resuming the show you're watching.
- Press **REWIND** up to three times (for three speeds) to rewind the show.
- Press **FORWARD** up to three times (for three speeds) to fast-forward the show up to the point of broadcast.
- Press **PLAY** to stop fast-forwarding or rewinding or resume from a pause.
- Press **LIVE TV** to go to the point of broadcast for the last channel you watched.
- Press **REPLAY** to view the previous seven seconds of the show.
- Press **SKIP** to skip forward in the show up to the moment of broadcast. You can set how many seconds to skip with this button in the Settings menu. See the Settings chapter for more information.
- Press **PAUSE** and then **FORWARD** once to activate slow motion.
- Press **RECORD** to record the program you are watching, including the entire contents of the temporary memory or buffer for the show you are watching.
- **BACK** moves a list displaying TV programming back to the previous half hour. Also, pages back through an info note.
- **NEXT** moves a list displaying TV programming forward to the next half hour. Also, pages forward through an info note.
- Press **PAUSE** and then **SKIP** to advance forward one frame.

### The Buffer

When you start watching a show, your ULTRA will start storing it in temporary memory, called a buffer. The buffer lets you rewind a program you're watching, even if you did not set it to record. The amount of temporary memory varies, but it can hold up to one hour of programming.

## Player Bar



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

### 1. CURRENT TIME

The current time or point in the current program.

### 2. SHOW START TIME

The start time of the recorded or live TV program.

### 3. STORED IN MEMORY

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

### 4. PLAYER BAR STATE

The current state of the program controls, such as play, pause, rewind, and fast-forward.

### 5. SHOW END TIME

Displays the end time of the live TV program or the duration of a recorded TV program.

## Automatic Conflict Detection

While browsing live TV, you may see a conflict detection note, which indicates that you already have the maximum amount of programs set to record or streaming live.

See the Conflict Management section in the TV Channels chapter for more details.

## Screen Saver

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

If live TV has been playing on the same channel for six hours without any input from the remote, the WOW! screensaver will appear.

To return to the Category Cards, press **MENU**.



# TV CHANNELS

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

## TV Channels - Layout

### 1. AVAILABLE TV PROGRAMS

The list displays all of the programs available in your TV lineup that are currently airing.

### 2. RECORDING ICON

Icon tells you the status of your recording.



The show is recording right now.



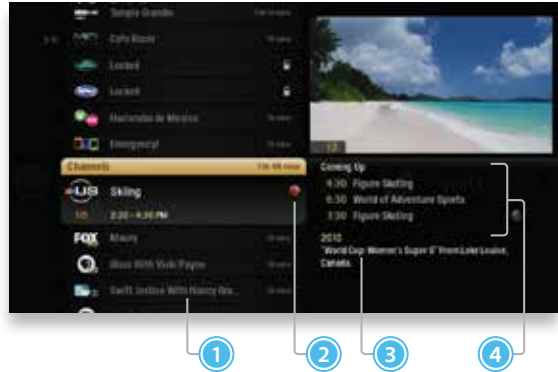
The show is scheduled to be recorded.



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



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



### 3. INFO PANEL

Program information about the show in focus.

### 4. PROGRAM INFORMATION

Displays the next three upcoming shows that will air on the channel in focus.

## TV Channels - Detail

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

### 1. CATEGORY

The name of the category that is in focus.

### 2. SHOW TITLE

The name of the program in focus.

### 3. REMAINING TIME

The selected program's remaining duration.

### 4. CHANNEL LOGO

The channel logo of the selected program.

### 5. CHANNEL NUMBER

The selected program's channel number.



### 6. PROGRAM SCHEDULE

The selected program's air time.

### 7. RECORDING ICON

An icon is displayed here if the selected program is currently recording or scheduled to record.

## Preview Panel - Layout



Press the right arrow button to preview what is coming up on the selected channel. Upcoming programs will be displayed in the panel on the right, under the Mini TV.

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

If you see a show you would like to record, press the **RECORD** or the **INFO** button, which will bring up an action menu with recording options.

### 1. CHANNEL LOGO

The current channel.

### 2. PROGRAM SCHEDULE

The time the program begins and ends.

### 3. TIME SLOT

Indicates the day and time that the preview panel is currently showing.

### 4. PROGRAM INFORMATION

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

### 5. TIME

The time corresponding to each show.

### 6. SELECTED SHOW

The currently-selected show. Pressing **INFO** when the show is in focus brings up an action menu with options.

## TV Channels – Action Menu

When you browse to a specific show, press **INFO** to view an action menu with all of the options for that show. Use the up and down arrows to scroll through your action menu options.

### 1. CHANNEL LOGO

The logo for the program's channel.

### 2. SHOW TITLE

The name of the program or item.

### 3. PROGRAM SCHEDULE

The time the program begins and ends.

### 4. PROGRAM INFORMATION

Additional show information, such as show title, repeat, and cast and crew.

### 5. INFO PAGES

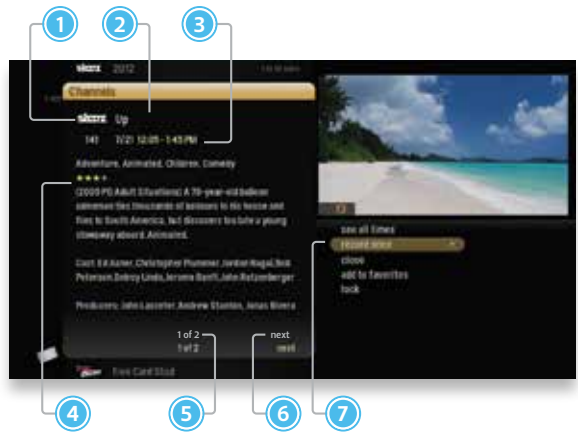
Number of pages of program information.

### 6. NEXT & BACK

Use the **BACK** and **NEXT** buttons to page through the info pages.

### 7. ACTION MENU

The list of options available for the selected TV program.



## Action Menu Options

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

- record once - Records only the currently-airing episode of the program, including the portion in the live TV buffer. Recordings are made with your default settings. Click **INFO** again to access Recording Options to change recording settings.
- watch - Plays the program in full-screen TV.
- add to favorites - Adds the channel to your Favorites category.
- lock - Activates Parental Controls for the selected channel.
- see all times - Presents a list of all of that program's future air dates/times.
- record series - Sets the DVR to record the entire series of that program. You'll only see this option if the show is part of a series.

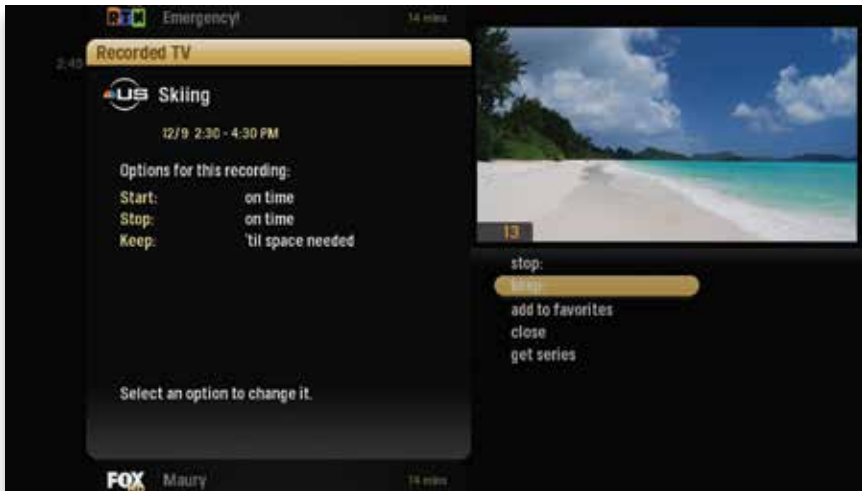
**If the show is currently recording, you'll also see:**

- stop recording - Stops recording the current show, but does not delete the portion already recorded.
- recording options - Gives you a list of options to alter about the way the program will record. This action menu item takes you to the Recorded TV category.

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

- cancel recording - Removes the program from the recording lineup.

## Recording Options



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

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

### Series Options

The following recording options will appear if a series is scheduled to record.

- episode limit - Determines how many episodes will be stored automatically.
- accept - Determines whether you’ll accept first-run episodes only or repeat episodes.
- timeslots - Lets you record only episodes airing during a certain timeslot.
- priority - Sets the priority order of your series recordings.
- cancel series - Cancels the scheduled recordings.
- series options - Lets you set recording preferences for the entire series.

## Conflict Management



With ULTRA, you can record or watch up to six shows at once. A conflict detection note pops up when you are already using all six tuners, which means that you may be recording five shows and watching live TV. The conflict detection note brings up an action menu so you can decide which shows to watch or record.

## Space Management

Shows are automatically kept until more space is needed. You can protect shows from deletion by changing the recording settings to “keep until I delete” in the Recorded TV category. See the Recorded TV chapter for details.

When you schedule a new show to record, ULTRA will check to make sure that your Media Gateway hard drive has enough space.

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

If all of your current recordings are set to “keep until I delete,” you'll get a message that your show may not be recorded.



## Pay-Per-View (PPV)



Pay-Per-View offerings will also appear in the TV Channels category. If the show is not currently airing, you'll be given the option to preorder.

If the show is currently airing, you'll be able to purchase and watch it immediately. If the show has been airing for a significant period of time, the purchase window may be closed, even if you can still see it in the TV Channels category.

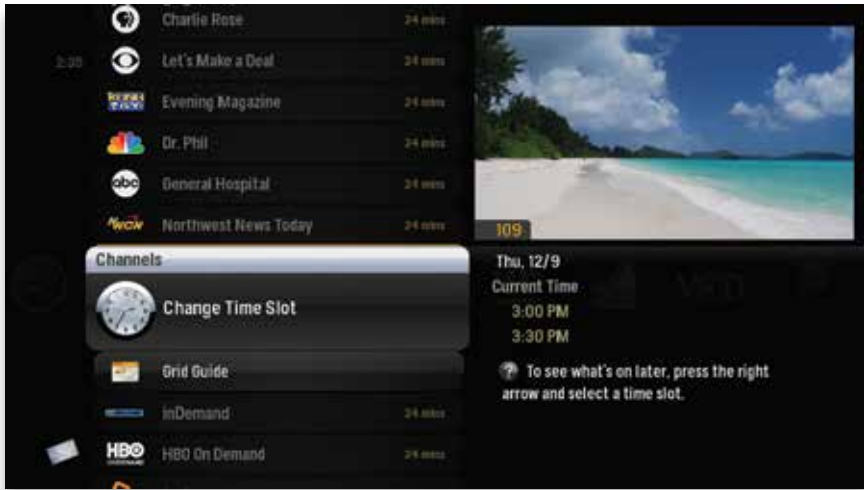


## Purchase PIN

You may choose to enable a purchase PIN by going to the Parental Controls section of the Settings category. When enabled, a PIN must be entered to complete the purchase of a VOD or PPV program.

You can also lock a PPV show with Parental Controls, and the show's title will no longer appear in the Smart Menu, nor will anyone in your household be able to watch it without entering your PIN, even if the show has been purchased.

## Change Time Slot



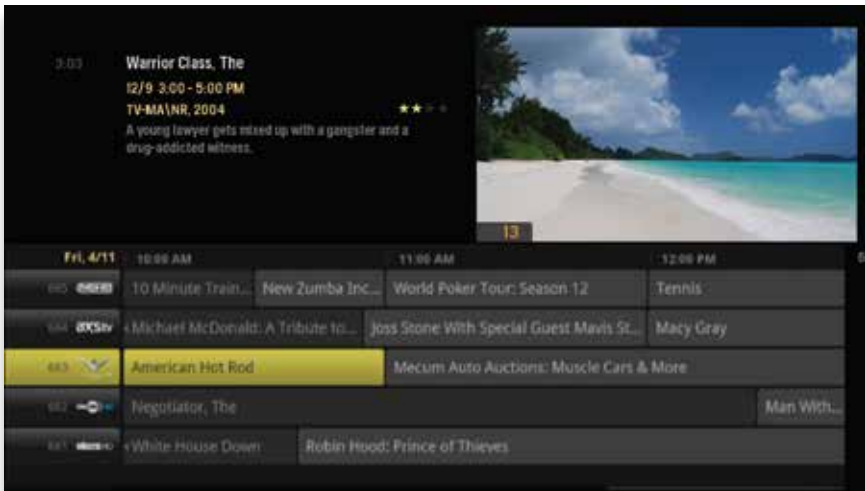
Select the Change Time Slot card and press the right arrow to choose a future time slot. The list will display programs in the selected future time slot.

### Time Slot Tip

You can also change the time slot by pressing **NEXT** from the TV Channels list. The list of channels will display the next half hour's programming. Press **NEXT** to view up to two weeks of upcoming programming. **BACK** button will take you back one half hour.

Press **SKIP** to skip forward 24 hours in the future, or **REPLAY** to move back 24 hours in the program schedule. The selected time slot will remain even when you browse other TV categories. To return to the present time slot, press **MENU**.

## Grid Guide



ULTRA offers an optional Grid Guide view for people who prefer to find programming in a grid layout. The easiest way to access the Grid Guide is by pressing **GRID** on the remote. You can also enable the Grid Guide in the Settings category; or in the Channels category, press **OK** with the Grid Guide card highlighted.

### The Grid Guide works similarly to the rest of the Smart Menu:

- Arrow buttons navigate the guide.
- **OK** starts playing the selected TV show or brings up an action menu if the show is airing in the future.
- **INFO** brings you a list of options if the show is currently airing.
- **SKIP** cycles forward 24 hours; **REPLAY** will go back 24 hours.
- **BACK** and **NEXT** moves through the guide in 30 minute increments.
- **ZOOM** alternates between the guide and full-screen TV.
- If you are looking at the present time in the guide, **MENU** returns you to the Smart Menu.
- Black shows indicate currently-airing programs; gray shows will air in the future.

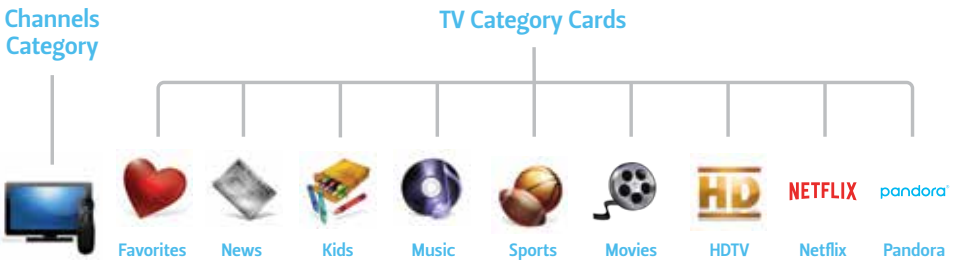
The Grid Guide allows you to see TV programming, but most of the other features of ULTRA are accessible through the Smart Menu setup.

# TV CATEGORIES

The Media Player comes with several programming categories for viewers who know what they like to watch and want an easier way to find it.

## Intro to TV Categories

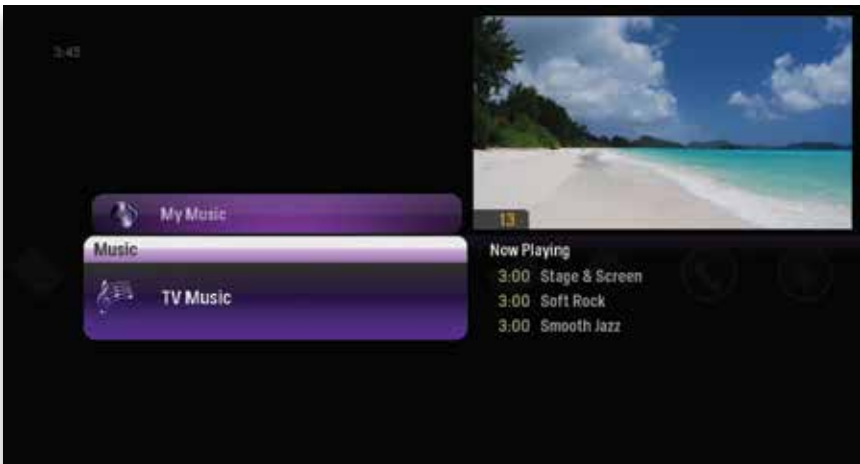
The Smart Menu contains a group of programming Category Cards - Favorites, News, Kids, Music, Sports, Movies, HDTV and Netflix - each which contain the available shows as defined for that category, including live TV, recorded TV and PPV. The TV Categories act as filters of all of the content available. The programs that appear in each TV Category depend on what is airing at the current time slot.



## Movies

The Movies category displays movies from live TV, recorded TV and PPV.

## Music



The Music category gives you access to all of the TV Music channels provided by WOW!. If you have enabled HomeConnect, you can also see your own music files here. See the HomeConnect chapter for more information.

## Favorites



You can build a Favorites list from the channels that appear in the TV Channels category.

To add a channel to your Favorites, press **INFO** with that channel in focus and choose “add to favorites.” You can delete a single channel from your Favorites by selecting “remove from favorites” in the action menu. You can also press **CLEAR** when that channel is selected.

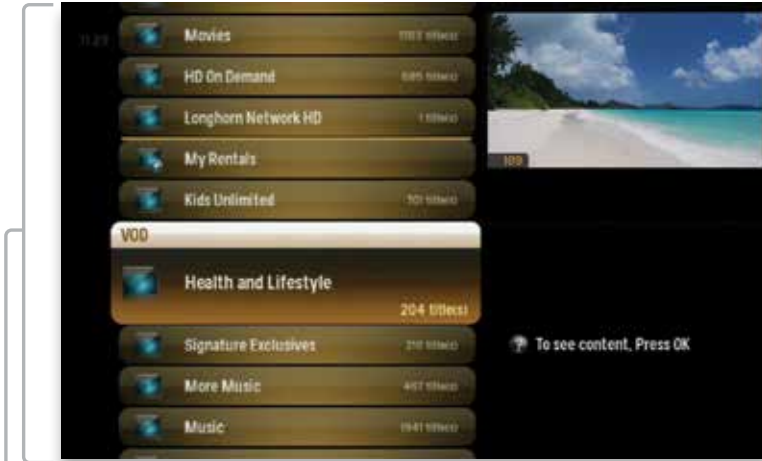
To clear your entire Favorites list, select the Options card (you might need to scroll down to see it) and then choose “clear all” in the action menu.

When you add a folder or piece of media from your computer to your HomeConnect shortcuts, you will also see this content in the Favorites category. See the HomeConnect chapter for information about adding media from your computer to your TV.

# VOD WOW! ONDEMAND

WOW! OnDemand gives you a vast library of titles to choose from and an easy way to search through them all.

## Intro to WOW! VOD



### VOD Main Categories


When you scroll to the VOD category card, you'll see a list of video folders (the Main Category level of WOW! VOD), as well as a My Rentals folder. Select a category to view a list of programs in that category. Press the right arrow once to view the preview panel. Press the right arrow again to go to another subcategory to see more programs. Subcategories will appear across the horizontal band and will fade after a few seconds. You can see the main VOD categories and subcategories on your WOW! Channel Lineup or online at [wowway.com](http://wowway.com).

Press **OK** to select any of the folders in the VOD library.



## Tip

There are 4 ways to access WOW! VOD category:

1. Tune to channel 1 with your remote or in the TV channels category.
2. Use the Shortcut button on the remote .
3. Scroll right or left along the categories and find the VOD icon.
4. Tune directly to a specific VOD Main Category channel.

## VOD Options

When a program you like is in focus, press **OK** and you'll get the following list of options:

- preview - Plays the trailer for the selected movie.
- lock - Uses Parental Controls to block access to that channel.
- buy - Purchases the movie so you can watch it immediately.

## Purchase PIN

You may choose to enable a purchase PIN by going to the Parental Controls section of the Settings category. When enabled, a PIN must be entered to complete the purchase of a VOD or PPV program.

## My Rentals

VOD movies will appear in My Rentals until the rental has expired. You can begin watching a selected movie by pressing **OK**.

If you begin watching a movie on one Media Player, you can continue watching that movie in another room from the exact place you left off by pressing **INFO** and choosing "resume." If the Media Player in the new room has that selection locked with Parental Controls, you'll need to enter the PIN to resume watching.

A program can be watched on two TVs in your home at the same time in different places. You will have to order the program on the secondary TV but will not have to purchase it again.



# RECORDED TV

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Your WOW! ULTRA<sup>SM</sup> makes it easy to enjoy  
and manage all of your recordings.

## Intro to Recorded TV

The Recorded TV category lists all of your recorded shows (and shows that are currently recording) in alphabetical order. Episodes of a series are grouped into folders; you'll see the individual episodes in the preview panel to the right. To watch a show, select it, and press **OK**. If you've already watched part of the show, you can choose whether to resume where you left off or start over from the beginning. See the Management section later in this chapter.



# Recorded TV – Layout







## 1. CHANNEL LOGO

The channel of the recorded show.

## 2. RECORDED SHOW ICONS

Icon tells you the status of your recordings.

-  The show is recording right now.
-  The show is scheduled to be recorded.
-  The show is recorded and may be deleted when space is needed for newer shows.
-  The recorded show will not delete and can only be deleted manually.

## 3. FOCUS

Displays the channel number, logo and an indication of whether a show is part of a series.

## 4. OPTIONS CARD

Manage recording settings across shows that are scheduled to record, canceled or deleted, etc.

## 5. SERIES FOLDER

Episodes of a series are held within a folder listing the number of recorded episodes.

## 6. EPISODES OR DURATION

If the item in focus is a folder containing episodes in a series, the number of episodes is listed. If it's an individual show, you will see the show's duration.

## 7. INFORMATION

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

## 8. EPISODES

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

## Management

### Deleting a Recording in the Recorded TV Category

When you are viewing a list of recorded shows, bring the show in focus that you want to delete and press the **CLEAR** button on the bottom of your remote control.



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

- delete - Removes the program from Recorded TV.
- play/start over - Launches the program full-screen from the beginning.
- lock - Prevents someone from watching the recorded program without a PIN.
- see all times - Displays all of the times that particular show airs. This takes you to the TV Channels category.
- keep until - The oldest shows in your Recorded TV folder will be automatically deleted as you need the room for new recordings. "Keep until" lets you set the program to be deleted at the point of your choosing.
- resume - This option only appears if you've watched a portion of the program. It launches the program full-screen from the point you left off.
- recording options - Lets you access the recording options menu.
- record series - You'll see this option if you only have a single episode recorded.
- close - Lets you exit the action menu.

## Options Card



The Options card in the Recorded TV category lets you set your personal recording preferences. Select the Options card and you'll see the following choices: canceled and deleted, scheduled to record, series options, recording defaults, recording space and close.

### Canceled and Deleted

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

The shows above the item in focus have not aired yet, while the shows below have already aired.

### Scheduled to Record

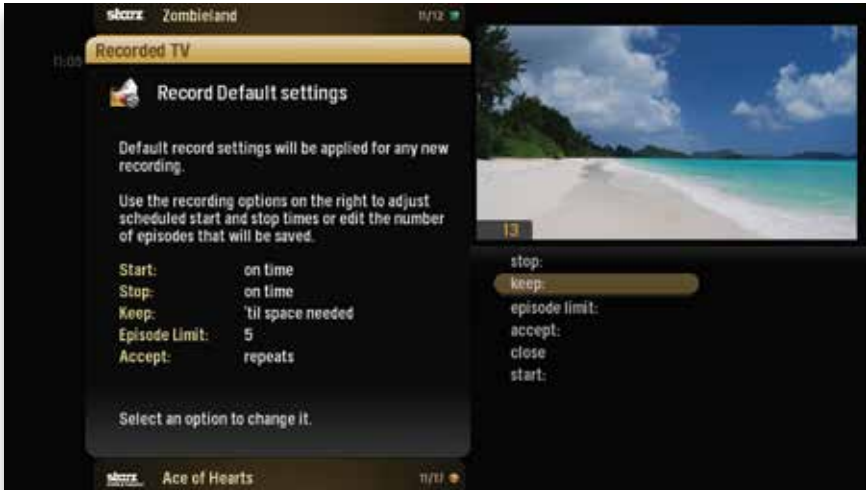
You can confirm that a show is set to record in the Scheduled to Record item. In Scheduled to Record, you can also cancel a recording and access your recording options for each show. Just pick the show you want to manage and press **INFO**. Choose an item from the action menu. See the Action Menu section of the TV Channels chapter for more information.

- cancel recordings
- recording options
- lock
- see all times

## Recording Options and Series Options

Choose from various recording options for series and single episodes. See the Recording Options and Series Options sections of the TV Channels chapter for more details.

### Recording Defaults



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

- stop – Lets you set the recording to stop early or late.
- keep – Lets you decide when the show will be deleted.
- episode limit – Determines how many episodes will be stored automatically.
- accept – Determines whether you'll accept first-run episodes only.
- close – Lets you exit the action menu when you are done.
- start – Lets you set the recording to start early or late.

## Recording Space



The Storage Meter lets you know how much space you have left to record more programs. It's located in two places on your ULTRA – the Settings category and the Recorded TV category. Press **OK** with Recording Space in focus to view details.

ULTRA has 500GB of storage, which can store up to 75 hours of HD programming or up to 300 hours of SD programming.

You can connect an external hard drive to increase recording space. The Storage Meter will include your external hard drive space when connected. For more information, see the External Hard Drive section of the Media Gateway Hardware chapter.



# SEARCH

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Sometimes you know the title. Sometimes you just know what night it's on. Sometimes you're in the mood for a certain type of program. WOW! ULTRA<sup>SM</sup> helps you find what you're looking for.

## Intro to Search

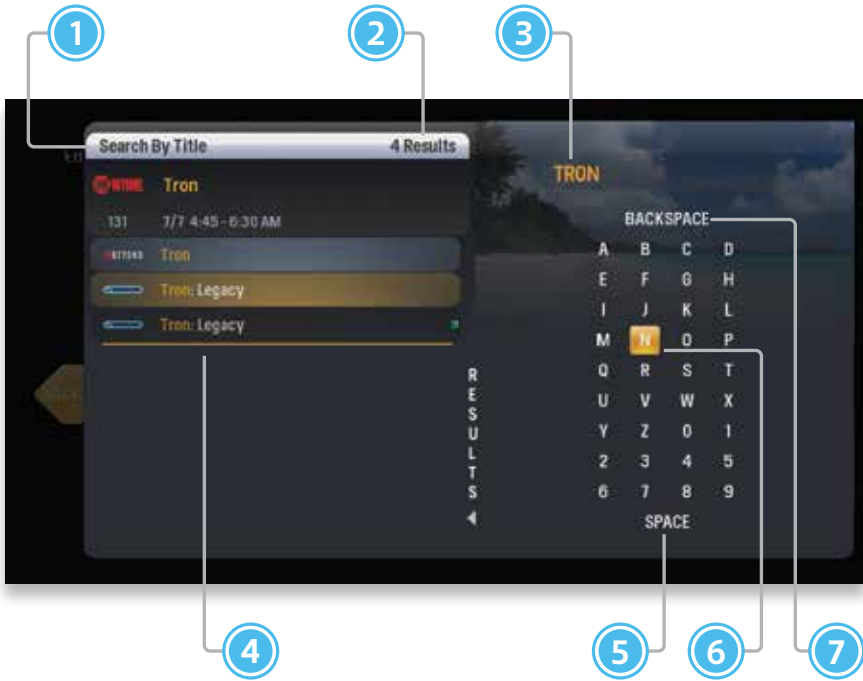
The Search category contains three different ways to search for programming: By Title, By Keyword, and By Category.

When you use any of these three options to search for a program, the results will return programs that are currently airing, airing sometime in the future, available through WOW! OnDemand, and programs that you have recorded.

You'll be able to tell what type of program you're looking at by the background color of each search result.

- Current programs are black.
- Future programs are gray.
- VOD, Recorded TV and Pay-Per-View programs are gold.

# Search By Title



When you select “Search By Title,” a screen will appear that allows you to enter the title and browse through results. Use the arrow buttons to navigate the onscreen keyboard; to enter a letter, press **OK** with that letter highlighted. To browse the search results, press the left arrow until that panel is in focus.

## 1. SEARCH TYPE

This bar describes the type of search you’re doing.

## 2. NUMBER OF RESULTS

The number of search results is displayed.

## 3. SEARCH BOX

As you select characters, the characters display in the search box.

## 4. SEARCH RESULTS

As you enter characters on the right, the list on the left will filter down to only display programs that match your entry.

## 5. SPACE

Use a space to separate words in your search entry.

## 6. SELECTOR

To enter a letter, move the selector to it, and press **OK**; each character displays in the search box. You can use texting-style letter entry as a shortcut. (See the searching tip on the next page.)

## 7. BACKSPACE

Removes a character from the search box.

## Search By Keyword

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

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

### Searching Tip

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

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

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

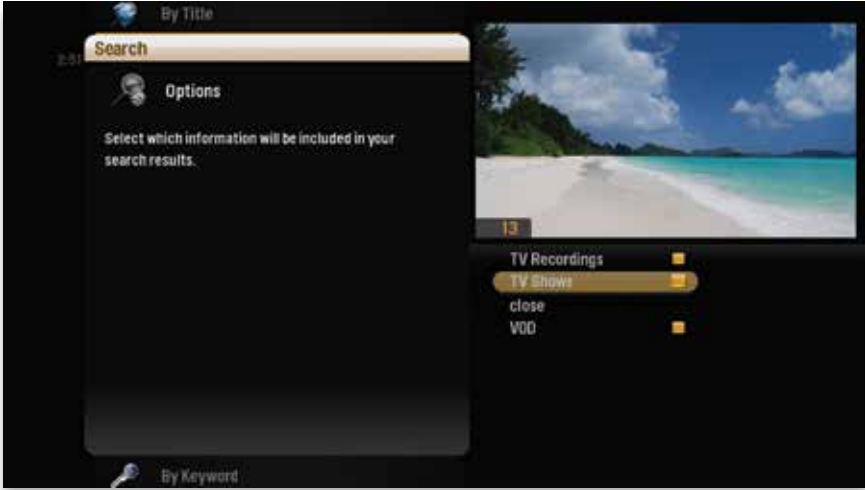
## Search By Category



Select Search By Category, scroll left or right to view a list of categories. Other categories will appear in the horizontal band across the screen, but will fade after a few seconds. Scroll up or down to view programs available in that category. A card labeled "More" in each category will take you one level deeper in the menu and allow you to browse subcategories.



# Search Options



In the Search category, the Options card allows you to choose which type of content is displayed in both the Search results and in the TV categories.

To customize the type of content that appears in both areas, highlight Options and press **OK** to clear the check box next to the type of content you would like to remove (or add). The yellow square icon displays next to the choice that is selected.

**You can add/remove:**

- TV Recordings - Programs you've recorded with your DVR.
- TV Shows - Live TV shows from WOW!'s lineup.
- video on demand - Programs from WOW!'s VOD library.



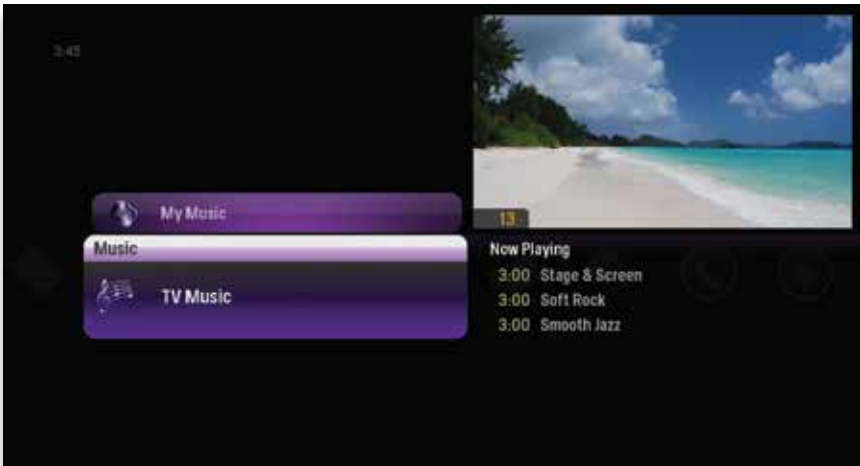
# MUSIC

The Music category brings together the collection of music from WOW!'s music channels with music from your computer.

## Intro to Music

The Music category gives you access to all of the TV Music channels from WOW!. In addition, any content you've added to the My Music shortcut folder from your computer will appear in My Music. For details on adding content to the shortcut folder, see the HomeConnect chapter. Additional music sources may be added to this category in the future.

## My Music Folder

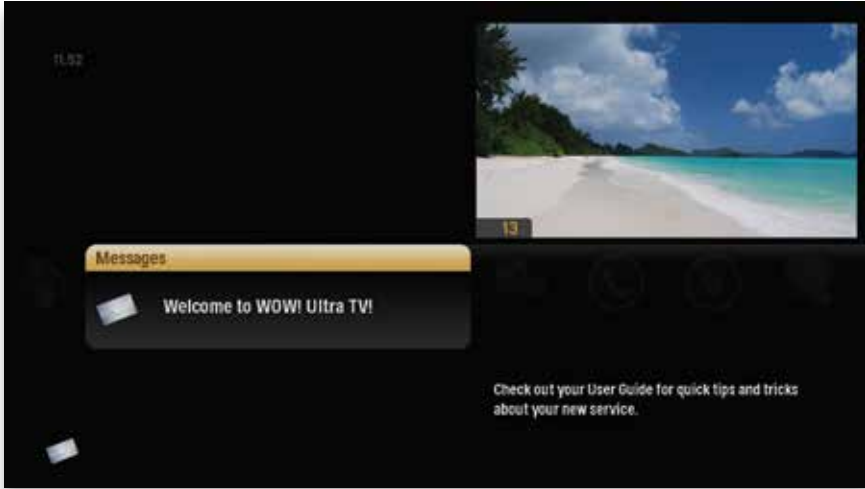


Once you've added music content from your computer to the My Music shortcut folder (from the HomeConnect category), that music will be ready for you to listen to in the Music category as well. A DLNA subscription is required to access the music files on your computer. See the HomeConnect chapter for more information.



# MESSAGES

Read messages about WOW! services and updates sent to you by WOW!.



## Receiving Messages

Scroll over the Messages category card and your messages will appear in a list. Choose the message you want to view and press **OK**.

Press **NEXT** and **BACK** to page through the message.

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



## New Message

When you receive a new message, a mail icon will appear at the bottom left of your Smart Menu.

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

# WOW! ULTRA<sup>SM</sup> APP

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## Intro to the WOW! ULTRA<sup>SM</sup> App

WOW! ULTRA<sup>SM</sup> application allows you to use your mobile device as a remote control and lets you manage your DVR and search for content with ease. You can use the app to control any of the Media Players in your home.

To get the WOW! ULTRA App simply access iTunes or Google Play and search for WOW! ULTRA. Select the WOW! ULTRA App from the list and install it on your device. Once you have installed it will look like this:



## Sign In



Once the app is installed on your device you will need to log in with your WOW! username and password to pair the app with your ULTRA account. If you do not have a WOW! username and password you will first need to register at [wowway.net/myaccount](http://wowway.net/myaccount). Your WOW! username and password is the same information you use to log into your WOW! email.

# Guide Screen













iPad/iPhone



Android

The Guide screen allows you to scroll through your channel listings for up to two weeks. You may set recordings from here or even tune to a channel with just the touch of a button. The features that are available on this screen are as follows:

- 1. Show/Hide Channel In Guide Icon**  - The Show/Hide Channel In Guide Icon lets you select what channels you want to show up in the program guide that you see on your TV. If the  is showing then the channel it is next to will appear on the line up. If the  is not showing then the channel it is next to will be hidden from the guide on your TV screen. By default this icon and the favorite icon (2), are not in the normal view. In order to expose these icons it is necessary to slide the handle shown (9) to the right. When making changes to the Show/Hide channel or Favorite channel icons, the changes will only be sent to the Media Player if you go to the Sync area of Settings. Once there, select Replace Settings in Media Player and then select Sync at the bottom of the screen. More information about sync is provided in the Settings section of this guide.
- 2. Favorites Icon**  - The Favorites Icon lets you select channels that you want to have listed in your favorites channel lineup on your ULTRA. If the  is showing then the channel will be included in the favorites channel lineup. See information above in Show channel in guide Icon (1) on how to access the Favorites icons.
- 3. Now Button**  - The Now button can be tapped at anytime to return the guide to the current day and time.
- 4. Network (Channel) logos** - The Network logo can be tapped to bring up all the listings available for that channel. To return to the full guide simply tap the Guide button at the navigation bar on the bottom on the screen.
- 5. Program listings** - Tapping the box around the name of a program will bring up information on the program including rating, genre, description, and cast when available. If the program is currently airing, you can select to Watch it on TV and the Media Player will tune to that channel. If it is going to air later then you have the option to record the show or the entire series.
- 6. Media Player Selection - iPad:** Tap on the arrow next to the Media Player listed to control a different Media Player. **iPhone:** From the remote screen, select the settings icon in the top right corner. Select the media player you would like to control. Note: To prevent the app from being able to control the Media Player as a remote control, go to the Settings menu on the Media Player and select Remote Control of Media Player and toggle the setting to off. This will prevent the app from working as a remote control but will allow the app to manage the DVR and use of the guide. **Android:** Select Remote from the Android Main menu then choose settings in the top right corner to select the media player you wish to control.
- 7. Filter Icons** - Tapping the HD icon  - will only show HD channels. Tapping the filter icon  next to HD will allow you to filter guide listing by genre, star rating, TV rating, or movie rating.
- 8. Activity Icon (Not available on Android)**  - When this icon is spinning, the app is loading content or connecting. When it stops moving all content has been loaded .
- 9. Handle Icon** - This handle allows you to expose or hide the Favorites and Show/Hide Channel In Guide Icons.
- 10. Select Date** - By selecting the dropdown arrow you can select the date and time that you would like the guide to display.
- 11. Android Main Menu Screen** - The Main Menu is the primary way to navigate the WOW! ULTRA<sup>SM</sup> App for Android. The Main Menu is accessed by tapping on the WOW! icon on the top left of the screen. It consists of links to each of the main categories. The categories are Guide, Search, Recorded TV, Remote, and Settings.

# Scheduling Recordings



When selecting a program from the channel guide, a new window will pop up with options for that program listing. The new window will give a description of the show, the rating of the show, and the cast information when available. If the listing is currently available to watch then the option to tune to the channel and watch that show will be presented. There will also be an option to record the program and if it is part of a series there will be an option to record the series as well.

## Search Screen



The Search screen allows you to search by:

- Title
- Actor/Actress Name
- Director
- Description

The search screen will search the entire guide as well as any recorded content that is on the DVR. The results can be filtered by:

- All
- TV Shows
- Movies
- Recorded TV

There are also filter icons at the top right of the Search screen that allows you to filter by HD, genre, star rating, TV ratings, and movie ratings.



# Recorded TV Screen



In the Recorded TV screen you can manage your DVR, and control settings for Priorities, Recorded TV, Scheduled TV, and Series. Selecting a show within any of these screens will bring up the setting options for that show. The options may include Play, Series Recording, Record Series, Options, and Delete. Selecting any of these options prompts you for further actions. Shows in the Recorded TV screen will have a banner indicating the status of the recording as shown above.

## Remote Screen



**NOTE - The remote screen can only be used while your mobile device is connected to the wireless network from your WOW! Internet service.**

The Remote screen allows you to use your mobile device as a remote control for your WOW! ULTRA Media Players.

**Media Player Selection** - You can select the Media Player you want to control from the top right corner of the app. To make it easier to manage you may want to go into the Settings screen and select Account and then rename your Media Players to something like Living Room, Family Room, or Bedroom.

**Quick Select Keys** - The Quick Select keys allow you to instantly jump to select category cards on ULTRA smart menu. You can select the Channels view, the Recorded TV screen or the HDTV screen listings.

**Shortcut Keys** - The Shortcut Keys allow you to quickly bring up Recorded TV (DVR), Video On Demand (VOD), the Grid Guide (Grid) and Live TV.

**Menu Keys** - The Menu Keys provide the ability to replay, skip, pause, play, stop, record, last channel, fast forward, and rewind.

**Navigation Keys** - The Navigation Keys can be used to navigate up, down, right, left, back, next, and channel up and down in the onscreen guide.

**Number Keys** - Use to select the channel you want to watch.

The Keyboard menu in the Remote screen is for future use and does not do anything in this release.



The Trackpad screen allows you to use gestures on your screen to perform many of the functions that can be done with the remote. The gesture options are shown on the screen.

## Settings Screen

The Settings screen allows you to modify the settings for many of the screens in the app.

- Guide setting allows you to:
  - Choose if you want the channels sorted numerically or alphabetically
  - Determine if your filter matches are displayed, highlighted or stacked
- DVR setting allows you to:
  - Choose how to resolve space conflicts, select from automatically or ask
  - Determine if you want to use default options or prompt for options when scheduling new recordings
  - Select DVR default settings – start, stop, episode limit, keep and accept
  - Turn Confirm, Cancel, and Delete on or off
- Account setting allows you to:
  - Log out of the app
  - Manage Media Player names
  - View terms of use
- Sync setting allows you to:
  - Merge settings from the Media Player and the app
  - Copy settings from the Media Player to the app
  - Copy the settings from the app to the Media Player (Replace Settings on Media Player)

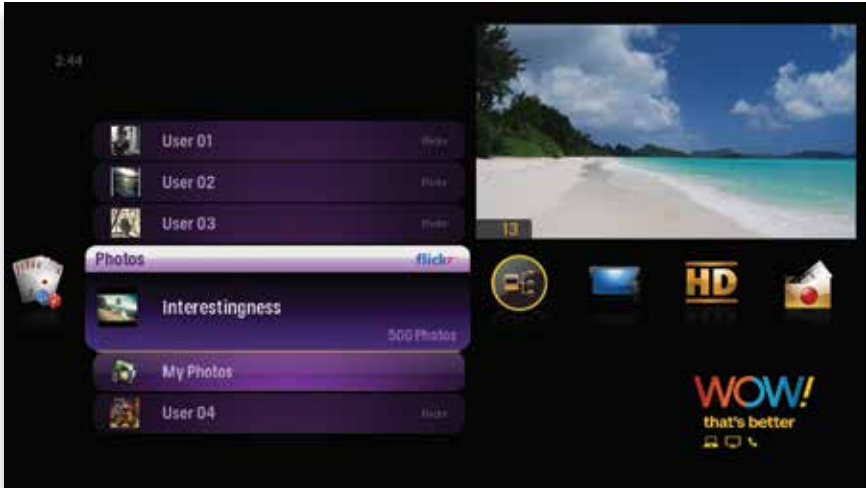
*Important – The Media Player must not be in the settings or favorites menu when syncing with the app.*



# PHOTOS

Now you can enjoy your photos from the comfort of your living room. With an HDTV, you can view your photos in full HD quality.

## Intro to Photos



From the Photos category, you can access photos from two locations displayed in the folders listed when you enter the Photos category.

- My Photos – Access photos from any computer connected to your home network.

## My Photos Folder



You can add content to the My Photos folder that is stored on any connected computer through the HomeConnect category. A DLNA Server and networked computer is required to access and add Photos from your computer. See the HomeConnect chapter for more information.

### To add content:

1. Browse to HomeConnect category card.
2. Select the computer whose content you would like to add.
3. Browse through that computer's file structure until you find the photo files.
4. Press **OK**, and choose "add folder to my photos" or "add file to my photos."

The photo files or the folder containing the photo files will automatically be added to the My Photos folder in both the HomeConnect and Photos categories.



# HOMECONNECT

With WOW! ULTRA<sup>SM</sup>, you can access music, videos, and photos on your computer from the comfort of your living room.

## Setup

HomeConnect allows you to stream media from your computer to your Media Player using a third-party DLNA server downloaded onto your personal computer. A DLNA server allows your ULTRA to grab media from your personal computer and display on your TV. Therefore, if your computer is connected to your home network and has a DLNA server, you should automatically see that computer listed in the HomeConnect category of the Smart Menu.

**To ensure that HomeConnect will function properly, make sure that:**

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

## DLNA<sup>®</sup> Servers

**Although many DLNA servers will work with HomeConnect, the following DLNA servers have been fully tested with your Media Player. (Note: Each DLNA server is unique and may vary slightly for setup and troubleshooting. Some DLNA servers are free and some are fee-based.)**

- Windows Media Player (Operating System Support: Windows)
- TVersion Media Server (Operating System Support: Windows)
- TwonkyMedia Manager (Operating System Support: Mac, Windows, Linux)
- PlayOn (Operating System Support: Windows)

**Note:** For more information on the supported DLNA servers, go to the WOW! Customer Home Page to the TV Apps section.

## Getting Started

Select HomeConnect to view all of your connected computers. If one isn't showing up, select Search for Media Servers and choose "Search." If connected properly, any computers will then appear.

You'll also see My Content which contains subfolders of My Music, My Photos, and My Videos. These shortcut folders allow you to add content from your computer for easy access. The folder structure that appears may vary across different computers and DLNA servers.



## Playing Media

- To access your content, choose a computer from the list on screen and press **OK**.
- Highlight a folder of content and press **OK**.
- Select an individual file that you would like to play and press **OK**.
- If you have a folder selected, and you would like to view a list of options for the content of that folder, press **INFO** and an action menu will appear.

## Supported Files

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

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

## Shortcut Folders



For easy access, you can add content to the shortcut folders. If you press **INFO** with a folder selected, you'll then choose between “add folder to music,” “add folder to photos,” and “add folder to videos.” The folder of content will then appear in the relevant shortcut folder, and if you've chosen music or photos, it will appear in that category as well.

### To add content:

(Example is related to music, but the same can be done for photos and video files.)

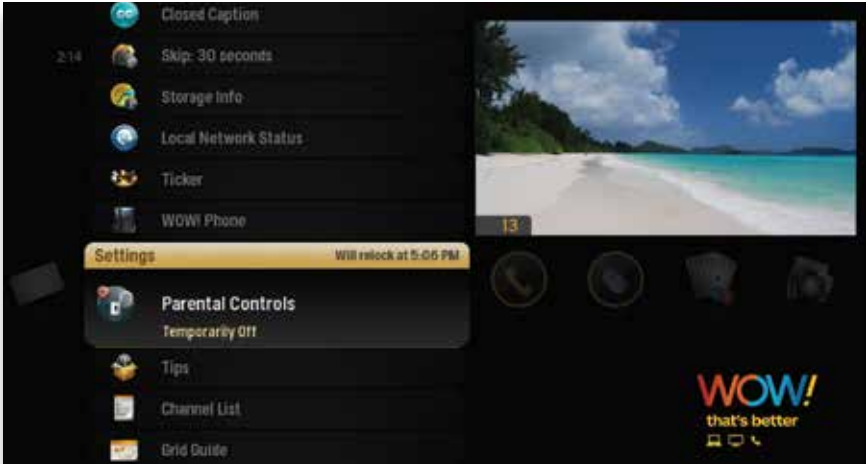
1. Select the HomeConnect category.
2. Select the computer whose content you would like to add. (Your computer must be on and connected to the network.)
3. Browse through that computer's file structure until you find the music files.
4. Press **OK**, and choose “add folder to music” or “add item to music.”
5. The music files or folder containing music files will automatically be added to the My Music folder in the HomeConnect and Music categories.



# SETTINGS

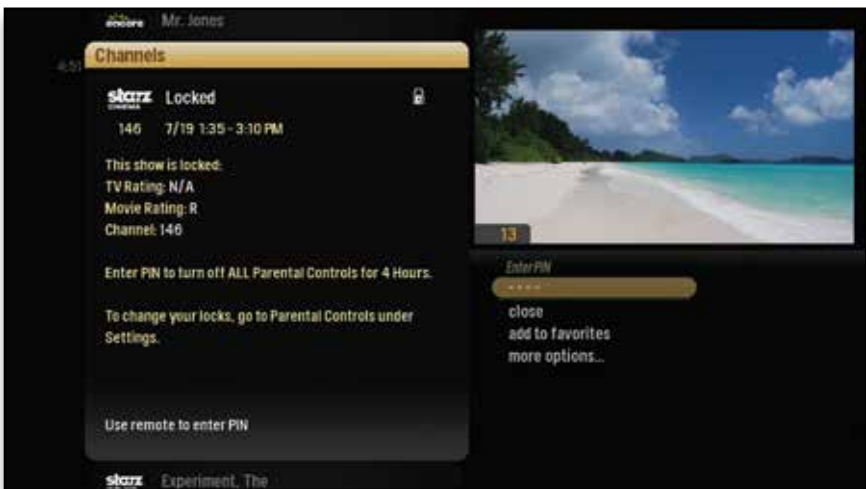
Customize your WOW! ULTRA<sup>SM</sup> experience.

## Parental Controls



Parental Controls provides the ability to lock shows by channel or by the same rating systems used by the V-Chip: MPAA ratings and TV Parental Guideline ratings. Choose a 4-digit PIN, and then enter that PIN to manage the Parental Controls.

You can lock out individual shows, including recorded programs, from the Smart Menu. Blocked shows can still be recorded, but you must enter the PIN before you can watch them.





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

### 1. RATING

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

### 2. MINI TV

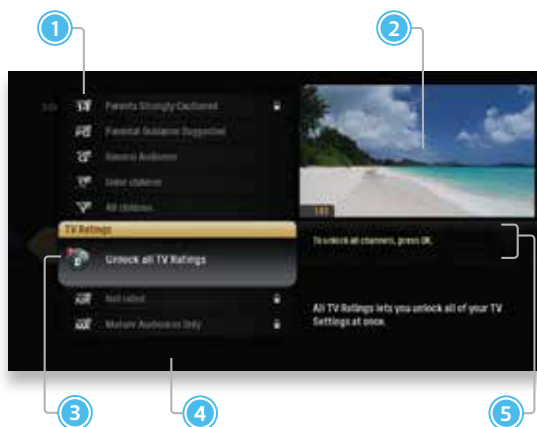
Your current program, if unlocked, will continue to play in the Mini TV.

### 3. LOCK ICON

If displayed, the item is locked.

### 4. CATEGORY TITLES

Category titles display the parental control category.



### 5. HELP

Explains details about the currently-selected rating.

## Working with your PIN

### CREATING A PIN

The first time you use Parental Controls (or purchase a PPV or VOD program), the system asks you to create a PIN. PINs are specific to a Media Player. You can create a different PIN for each Media Player.

1. In the Settings category, scroll to Parental Controls and press **OK**.
2. Enter a four digit PIN on your remote, and then enter the PIN again to confirm it.
3. Choose “close.”

### CHANGING A PIN

1. In the Settings category, scroll to Parental Controls and press **OK**.
2. Choose “settings.” Scroll to Change PIN and then press **OK**.
3. Enter the old PIN, enter the new PIN, and then enter the new PIN again to confirm it.

### IF YOU FORGET YOUR PIN

1. Go to **portal.wowway.com** and log in to your account.
2. Under TV, go to “Manage My TV” and select “HomeConnect.” Then select “Parental Controls” and “Forgot PIN.”
3. Click on the Media Player whose PIN you want to reset.
4. When the selected Media Player’s summary screen appears, a Reset PIN button displays at the bottom left. Click the “Reset PIN” button.
5. When the PIN reset is complete, a confirmation note appears. Parental Controls are now unlocked.
6. Go to the WOW! menu and create a new PIN in order to re-lock Parental Controls.

## VOD/PPV PIN

You can choose to disable the PIN prompt before a VOD or PPV purchase. Select OnDemand/Pay-Per-View in the Parental Control category and press **OK** to disable or enable the PIN prompt.

## Locking and Unlocking Programs

### LOCKING BY CHANNELS OR BY RATING

1. In the Settings category, scroll to Parental Controls, and then press **OK**.
2. Choose “settings” (within Parental Controls), and then use the right arrow to choose “TV Ratings,” “Movie Ratings,” or “Lock By Channel.”
3. Each card contains a list of the rating systems or a list of channels. Scroll to the format or channel you want to control.

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

If the V-Chip in your TV is enabled, you may see a black screen after tuning to a channel with blocked content. No menu, flip bar, sound effects, or any other audio or video are shown or heard. To correct this, change to an unblocked channel, or disable all V-Chip functions and use the parental control features provided by the WOW! system to regulate viewing. You can also go online to [wowway.net/myaccount](http://wowway.net/myaccount) to “Locking and Unlocking Programs” (in the Parental Control section).

### TURNING OFF PARENTAL CONTROLS

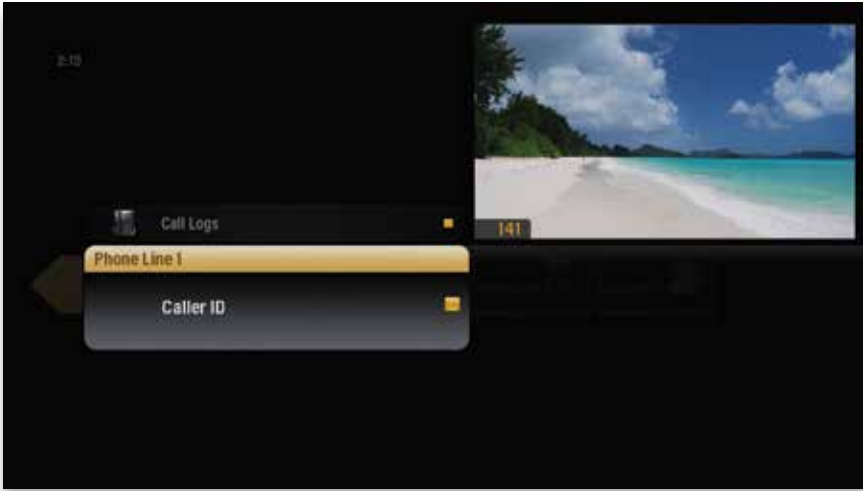
To unlock or change all parental control settings, go to the Settings category, scroll to Parental Controls, and then press **OK**. Follow these instructions to unlock selected items:

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

### UNLOCK FOR A SPECIFIED AMOUNT OF TIME:

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

## Phone Settings



If you're a WOW! Essential or Advanced Phone customer, you have Caller ID to TV. Caller ID to TV is turned on by default. In the Settings category, press **OK** with Phone selected. You'll be able to turn off both the Caller ID and Call List features for each individual phone line.

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

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

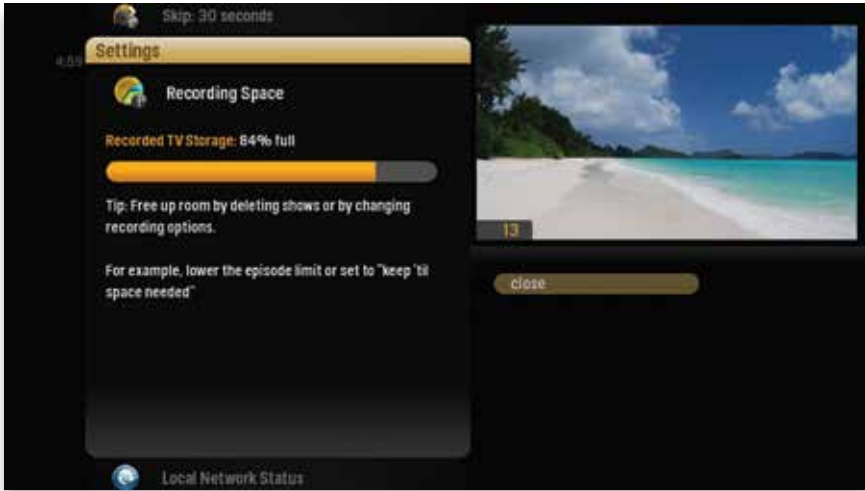
### Skip

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

### Local Network Status

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

## Recording Space



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

### External Hard Drive

If you need more recording space, you may connect one external hard drive at a time to the rear eSATA port on the Media Gateway system. Not all eSATA hard drives are compatible with the Media Gateway. Please refer to the hard drive manufacturer to ensure it is compatible with a DVR. See the Media Gateway Hardware chapter for more information.

If you connect an external hard drive, the storage meter for recording space will increase in capacity, combining the Media Gateway storage space and the external hard drive space.

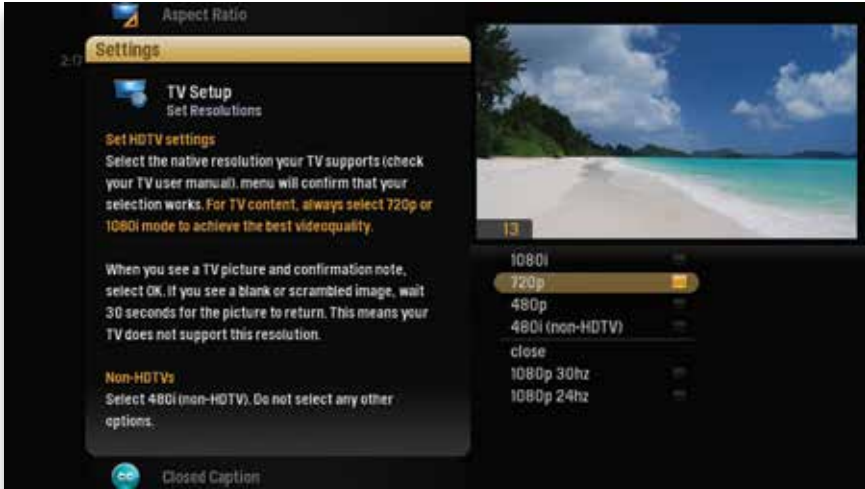
In the Settings category, selecting External Hard Drive will allow you to format or disconnect your drive.

### Closed Caption

With Closed Caption, you can turn closed captioning on or off, as well as choose from the following setting preferences.

- Display Preferences - Choose a font type, window background and color, and other similar closed caption display settings.
- Language Preferences - Set primary or secondary language display preferences.
- Digital Services - Scroll through the additional digital stream service cards provided, and press **OK** to make a selection. Select one option at a time.
- Basic Services - Scroll through the various basic service cards provided, and press **OK** to make a selection. Select one option at a time.

## TV Setup



If you have connected the Media Player unit to your TV with an HDMI™ cable, your TV Setup should automatically select the correct resolution. The yellow square icons shows your selection.

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

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

## Sound Effects

Set the volume level of the Media Player sound effects, including turning them off completely.

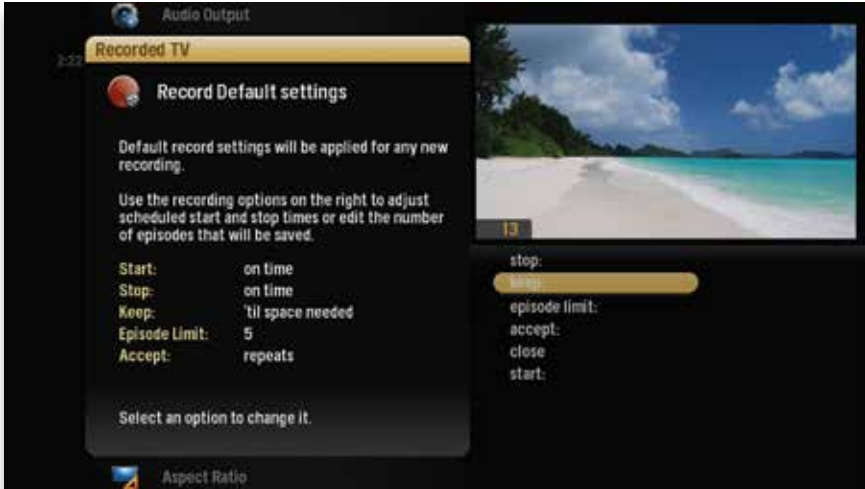
## Front Panel

Set the brightness level of the Media Player's front panel display.

## Aspect Ratio

Control how programming content appears on your TV. For standard-definition (SD) TVs, choose "Standard (4:3)" only. For Widescreen TVs, determine how standard content displays on your TV by first choosing "Widescreen (16:9)" and then selecting "maintain" (displays standard content as-is), or "stretch" (stretches the standard content to fill the TV screen).

## Recording Defaults



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

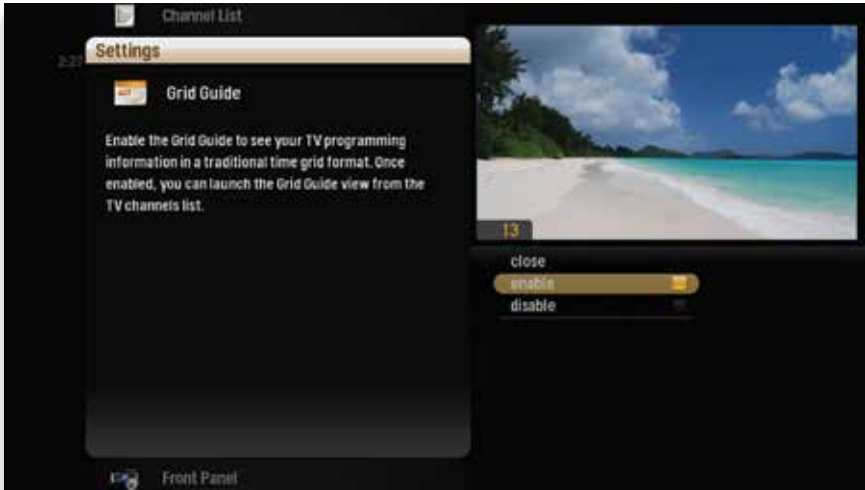
## External Hard Drive


When you plug in an external hard drive, this setting will help you initialize setup, as well as provide options for disconnection. See the Media Gateway Hardware chapter for more information on external hard drives.

## Audio Output

Use Audio Output in the Settings category to identify the type of connection to your audio equipment. Choose from the options: Dolby Digital, stereo, or mono.

## Grid Guide



The Grid Guide setting allows you to enable or disable the Grid Guide view. You can also press the **GRID**  button on your remote.

## Channel List

You can remove channels that you don't watch or don't subscribe to from displaying in your TV lineup by scrolling to the desired channel in the Channel List setting and pressing **OK** to select or de-select the channel. If a channel appears in your Channel List that you do not subscribe to, you can remove it here. You can also go online to [wowway.net/myaccount](http://wowway.net/myaccount) to easily manage your Channel List settings. See Online Management section for more information.

## Tips

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