Welcome to Fi TV!

We’re happy that you chose EPB Fiber Optics to bring the best movies, sports, news and television programming into your home – and we will work hard to make sure that you are happy, too.

This guide answers some frequently asked questions about how to get the most out of Fi TV.

But if you need help with your service at any time, we make it easy to get in touch with our Customer Service department at:

423-648-1372
support@epbFi.com

Are you ready? Because your TV service is about to get a whole lot better.
Fi TV packages include:

Fi TV Gold
148 channels, Video on Demand, one free set top box and Fi TV Music

Fi TV Silver
76 channels, no digital converter box needed

Fi TV Bronze
12 channels, no digital converter box needed

To get the full channel lineup of any Fi TV package, visit epbFi.com
THE SET TOP BOX

Your installer will set up the box for you, but just in case, here is a quick roadmap. Note: this illustration may vary slightly from your actual box.

Front of box:

1. Power – on or off. To restart, press for five seconds.
2. Model Number
3. Link – indicates the status of your link to the network (light is green).
4. HD – indicates that a HDTV is connected (light is blue).
5. Record – indicates that recording is in progress (light is red).
6. IR Sensor – receives signals from the remote control. Make sure it is not obstructed.
7. Menu – push to access the on-screen menu.
8. Arrow Keys – lets you navigate on-screen guides and menus.
9. OK – selects the current item.
10. USB Port – not currently active.
1. Network – connect to the Ethernet (Cat-5). Do not connect to this port, it is for diagnostic purposes only.
2. USB connector – (not currently utilized)
3. HDMI – connect the HDTV’s HDMI cable to this port (supports both video and audio).
4. YPbPr – connect the set top box to YPbPr input on the HDTV.
5. S-Video – connect a S-video cable to send this signal to your TV, VCR or DVD recorder.
6. Video Out – connect composite cable (yellow) to TV to view picture in Standard Definition.
7. Audio out – connect audio cables (red & white) to TV or your surround sound for standard quality audio.
8. Optical – connect an optical cable to send a digital audio signal to surround sound receiver or other digital audio device.
9. Video Out – connect to TV; be sure the TV is tuned to channel 3.
10. Video In – connect to in-house cable wire.
11. Power – plug into the electricity wall outlet or power strip.
Control devices with mode buttons

Record TV with one click

Skip back in 7-second increments

Go to On Demand library

Go to main Menu screen

Return to previous menu screen

Return to live programs

Future enhancements

Mute the sound on your TV

Edit text on the Search screen

Change the input on your TV

Fast-forward in 29-second increments

Go to Recorded TV

Access FiTV apps such as SmartView Guide, Weather, News, What's Hot and more

Navigate channels, menus and screens

Go to Program Info screen

Go to Guide screen

Return to previously viewed live TV channels

Use number pad to key in letters when using search feature (similar to texting)

Viewing options
ON-SCREEN MENUS

The **MENU** button gives you access to all of the features of Fi TV Gold.

Use the **ARROW** keys to move Left (\(<\)) and Right (\(>\)) through the horizontal menus. Use the Up (\(\wedge\)) and Down (\(\vee\)) keys to scroll through vertical menus.

Press **OK** to activate a highlighted menu item. To return to the previous menu screen or menu item, press the **BACK** button.

At any time, you can use the **EXIT TO TV** button to return to your TV program.
TROUBLESHOOTING

The remote won’t control the set top box:

Press the STB button on the top left of the remote to control your set top box. Be sure that you’re within 20 feet of the remote sensor on the set top box, that nothing is blocking the sensor, and that the batteries in your remote are good.

If the remote is working, then the green LED surrounding the set top box’s power button should flash each time a remote button is pressed. If the set top box is not responding, restart the set top box (press and hold the power button for five seconds). If you’re still experiencing problems, call customer support at 423-648-1372.

The set top box won’t turn on:

Plug another device into the same power source to make sure that the power in that outlet is working. If outlet is working, there might be something wrong with your set top box. Give us a call at 423-648-1372 or email us at support@epbFi.com.

There is no picture:

See if there are any lights on the front of your set top box.
• If not, make sure the box is plugged into a power source.
• Make sure that your TV is tuned to channel 3.
• If lights are on, look at your screen to see if it says, “Television signal has been lost.” Use your TV remote to select the correct INPUT. If not, please call us at 423-648-1372.
TROUBLESHOOTING (con’t)

The sound is good, but the picture isn’t:

Sometimes there is temporary interference from the network providing the program, so please wait five minutes to ensure that this is not the problem. Next, check your connections to make sure that they are properly seated in their jacks. If you’re still having problems, contact us at 423-648-1372 or support@epbFi.com and we will help you find the solution.

Another factor that could compromise picture quality on you Fi TV is sun interference. This natural phenomenon affects many TV providers twice each year, usually in the spring and fall.

Sun interference could result in some television networks experiencing pausing, picture freezing and, in some instances, total loss of picture in both their standard definition (SD) and high definition (HD) programming. In the past, interferences were expected to last between three and ten minutes. Once they have passed, nothing needs to be done to regain Fi TV service.
DVR

Your set top box may also have the capability to be a Digital Video Recorder (DVR) depending on the level of your service package. DVRs record television programs so you can watch them whenever you want.

Recording

Schedule a Single program or Series to Record
1. Press **GUIDE**. Use the arrows to scroll through and highlight a program.
2. Press **RECORD**. A red dot appears next to the program title to indicate that a recording is scheduled for one specific date and time.
3. For series, press **RECORD** twice to schedule all instances of selected show. Three red dots will appear.
4. Press **RECORD** a third time to cancel the recording. The dots will disappear.
5. Press **EXIT TO TV** to return to live TV.

Scheduling a Single Recording from the Program Info Screen

1. When tuned to a program you want to record, press **INFO** on your remote, or you can...
2. Press **GUIDE**. Use the arrows on your remote to highlight a program to record and press **INFO**.
3. Select **Record episode** and press **OK**.
4. To add time in case the program runs long, select **stop recording**. Press **OK**. Select a time and press **OK**.
5. Select record then press **OK**.
**DVR (con’t)**

Scheduling a Series Recording from the Program Info Screen

1. When tuned to a program you want to record, press **INFO** on your remote, or you can...
2. Press **GUIDE**. Use the arrows on your remote to highlight a program to record and press **INFO**.
3. Select **Record series** and press **OK**.
4. Use the arrows to select **time**. Press **OK**.
5. You can limit the recordings to:
   - any day, (at the scheduled time)
   - any day, anytime
   - any day, anytime, once per day
6. Select **show type** to limit it to first run only. Otherwise, your DVR will record first run & rerun.
7. To add time in case the program runs long, select **stop recording**. Press **OK**. Select a time and press **OK**.
8. Select record then press **OK**.

**Note:** Fi TV will not automatically adjust to an unexpected change in program scheduling. However, planned scheduled programming changes are normally followed and the episode should be recorded.

Scheduling a Single Recording by Entering Channel, Date, and Time

1. Press **Recorded TV** (or press **MENU**, then select **recorded TV**).
2. Use the right arrow on your remote to select **add recording**.
3. Select **channel and time** and press **OK**. The **manual record** screen appears.
4. Fill in the fields on the **manual record** screen, using the arrows to move between fields.
5. Select **record**. Press **OK** to schedule the recording.
DVR (con’t)

Prioritize DVR
With Prioritize DVR, you can indicate which series you would prefer to record over another series if necessary. To access:

1. Push MENU and scroll to RECORDED TV > View Recordings > Series > Series Priority.
2. To change priority of series recordings, highlight one of the up or down arrows next to the program you want to move and press OK.
3. Save and press Exit to TV button.

Recording away from home with Remote DVR

If you have Fi TV DVR, you can manage it in real time anywhere from any computer that has the Internet by using Remote DVR.

1. Go to www.epbFi.com and sign into MyFi. Click on TV/DVR to view your scheduled recordings, schedule something new or delete a program.
2. Scheduled Recordings and Recorded Programs will be listed on the left of your screen.
3. To record a new program, find it on the TV Channel Guide. Click on the program you want to record, and choose Record This Episode or Record Entire Series. You may also cancel a recording by clicking on it and the selecting Cancel Recording.
**PARENTAL CONTROLS**

You can manage TV viewing with the ‘Parental Control’ function by programming your service with a Personal Identification Number (PIN). Anyone who knows the PIN number can watch whatever they like. Please note that the parental controls and PIN numbers can be different on each set top box.

Press the **MENU** button and use the Arrow Keys to select settings, then select Parental Controls. Press **OK**.

A closed lock icon appears next to parental locking if a PIN is set and Parental Controls are on. An open lock symbol means that a PIN has been set but that no parental controls are in effect. If no lock icon appears, then no PIN has been set.

Select Parental Locking, Adult Locking or Rental Locking, then press **OK**.

Enter your temporary PIN (1111). You may want to change your PIN now, before you set your locking options. To enter a new PIN, or if no PIN has been set, use your remote control numeric keypad to enter a new four-digit PIN. Press **DELETE** to clear an entry. To confirm your PIN, enter it again.

The Parental Locking screen will appear with all of your locking options.

**Note:** Parental controls must be set on each individual box.
VIDEO ON DEMAND (VOD)

In addition to all the great programming available on Fi TV Gold and the ability to watch it when you want with your DVR, Fi TV Gold also brings you Video on Demand. You can view Video on Demand without a DVR.

Filled with recent hit movies, television shows and classic favorites, Video on Demand gives you thousands of titles to watch, most of which are included with Fi TV Gold service for free!

Accessing Video on Demand is as easy as pushing a few button on your remote.

Press the VIDEO ON DEMAND button on your remote, then browse categories: Use your arrow keys to scroll through the menu.

In the menu, what is highlighted in green will tell you where you are at any given time. From there, you can search alphabetically, by genre or by the year the movies were released.

Menu Structure
VIDEO ON DEMAND (con't)

1. My Videos (Your saved videos, rentals and recently watch videos)
2. Kids (Rental Movies, Budget Movies, Networks, Series)
3. Movies (What’s Hot, Rental Movies, Budget Movies and Free Movies)
4. TV (Featured, Networks, Series)
5. More (Cutting Edge, Life & Home, Local, Music, News & Information, Sports & Fitness and HELP)
6. HD (Kids, Movies, TV, and More)
7. Search Use Search to find programs/titles in the video library
   To search the Video on Demand library:
   1. Press MENU and use the sided arrow keys to select Video on Demand
   2. Use the down arrow key to select Search. Press OK.
   3. There are two ways to key in the letters with your Fi TV remote control
      - Use the arrow key to select each letter and press OK
      - Use the number pad at the bottom of your remote (similar to texting)
   4. Once you have enough letters, the SEARCH function will automatically provide a list of suggested programs and/or names that match your criteria. From this search field, you can also select options from more choices (All Results, Titles and People) and additional keyboard characters.
8. Premiums (Disney Family Movies, Encore, STARZ, HBO, Cinemax, Showtime and TMC)
9. Display Style
   Choose your preferred display option:
   Grid View: show programs with poster art (default view)
   List View: View the titles as a scrollable list

Choose your view and push the back button to go back to the menu. When you want to return to regularly scheduled programming, press the RETURN TO TV button on the remote.
SMART SEARCH

The Fi TV Smart Search function allows you to search the guide, including the Video on Demand library, for programs that interest you. You can search by program titles or actors' names, to find exactly what you're looking for.

To use, press MENU, use arrows on your remote to select either Live TV or Video On Demand, then arrow down to select SEARCH and press OK.

Key in the letters with your Fi TV remote control in one of two ways:

Use the Arrow Keys to select each letter and press OK.

Or

Use the number pad at the bottom of your remote (similar to texting). Once you have enough letters, the SEARCH function will automatically provide a list of suggested programs and names that match your criteria. Use the delete button to edit text.
SMARTVIEW GUIDE

The SmartView Guide lets you follow your favorite channels without the hassle of switching from channel to channel.

To set up your favorites, press MENU and scroll to Settings > Television> Set up Favorites. From here you can:
- Check/uncheck channels to create or change your favorites list.
- Use View Checked to see which channels are currently selected as your favorites.
- For best results, set up no more than 25 favorite channels.

While watching TV, access the menu by pressing ENTER on the bottom right corner of your remote. Then you can:
- Add or remove the current channel to or from favorites.
- View your favorite channels.
- Manage your favorite channels.

To start using the SmartView Guide, press Go Interactive and choose SmartView app/icon or press Menu and scroll to Apps > SmartView Guide.
- One primary channel from your favorites will show in the large portion of the screen. Three other favorites will show in smaller frames.
- Move up or down through the channel options using the arrows on your remote.
- Press OK to select your channel of choice. This will be the primary channel shown in the large portion of your screen.
- To exit, use the left arrow key and click OK.
CALLER ID

This feature is available with Fi Phone service.

To access, press **GO INTERACTIVE** and choose Caller ID app/icon or press **MENU** and scroll to Apps > Caller ID. From here you can:

- Select **OPTIONS** to manage settings.
- Select **CALL LOG** to view calls. The call log, which holds up to 30 calls, will appear on the left-hand side of the TV screen while the program being viewed is still active on the rest of the TV screen.
At epbFi.com, you can also learn more about each of our EPB Fiber Optics services:

Fi TV
Fi Phone
Fi-Speed Internet
EPB SmartHome

To speak with EPB Fiber Optics Customer Service at any time, please contact us at:

423-648-1372
support@epbFi.com